

HR Supervisor, Talent Support

Position Summary

The HR Supervisor, Talent Support position is a vital role designed to manage best in class HR Solution Center talent-related transaction services to support the University of Virginia. This Supervisor-level position is responsible for overseeing talent-related transactions and processes in the Solution Center, including Talent Recruitment support; pre-boarding services from offer to day one; and faculty, staff and team member transactions, including direct customer interaction as necessary. The HR Supervisor, Talent Support is responsible for ensuring the best customer service and ensuring the efficiency of the team. The incumbent will report to the HR Manager, Talent Support and lead a team of Associates and Assistants.

Responsibilities and Duties

- Monitor Talent Support transaction volume and manage team workload
- Partner with HR Manager, Talent Support to refine Talent Team service delivery
- Edit Talent Support Team-specific knowledge base
- Complete complex Talent Support-related transactions and resolve escalated inquiries, as necessary
- Provide ongoing feedback and performance management for Talent Support Team

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best-in class customer service experience for diverse faculty, staff, team member and candidate population
- Navigate, interpret and articulate complex policies and procedures
- Demonstrate general knowledge of Academic and Health System-specific pre-boarding and licensure needs
- Demonstrate general knowledge of new hire and document management compliance needs
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Utilize a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: At least one year of supervisory experience in a contact center

Required Education: Bachelor's degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

Preferred Computer Applications: Workday, Salesforce and DocuSign